

**Fort Buchanan**  
**Child and Youth Services**  
**Parent Handbook**



# PARENT HANDBOOK

Dear Parents:

Welcome to Fort Buchanan Child and Youth Services (CYS). We hope that this handbook will answer most of your questions, but please call on us at any time should you need additional information. We believe that open, continuous parent – staff communication is vitally linked to the success of our programs, so you are encouraged to share your comments and ideas. We ask that you make every effort to stay involved with your child's program. Read this handbook and if you have any questions feel free to call your program director.

Your child is entrusted in our care during his/her formative years when basic skills and feelings about self and the surrounding world are developed. Our primary goal is to provide a safe, nurturing environment that fosters positive self-esteem through purposeful play and exploration and a feeling of success. Our common bond is your child/youth, and we look forward to this special partnership. Please keep these important people in your child/youth life informed about family issues or concerns. Talk to them daily so that they may provide the best care for your child/youth. Let them know when you or your spouse is going to be on TDY, deployed or when there has been an upsetting event in your family such as death or illness. Our staff can help you.

We encourage you to visit your child at any time for as long as you like. Children especially appreciate you staying for breakfast or dropping in for a snack or lunch. We enjoy their smile when you share their proud events with them and their friends as another demonstration of your love for them.

We are always in need of program volunteers. Please consider sharing a special skill or some time in our programs. Please talk to your room/group leader and ask how you can get more involved. Another very important avenue for involvement is the quarterly CYS Parent Advisory Committee meetings. The PAC is our forum to discuss program changes, get your ideas, and update parents on program changes/upcoming events. This is also where we plan our calendar for holiday celebrations. Each room should have a representative. Get to know your PCA representative. We want every parent to attend PCA meetings. If you cannot attend, please use your representative to get those questions answered quickly.

Thank you for coming to Child and Youth Services, we look forward to serving you and child/youth.

Sincerely,

Irma Julia  
Chief, CYS

## Table of Contents

TOPIC	PAGE
Letter from the Child & Youth Services Officer .....	1
Table of Contents .....	2
Child and Youth Services Philosophy .....	4
Helping Your Child Adjust .....	6
Parent Tips for Quality Child Care Experience .....	7
Developmental Activities .....	8
How Children Learn From Activity Areas .....	9
General Policies .....	11
Child Eligibility Criteria .....	11
Registration .....	11
Fees, Charges, and Discounts .....	12
Income Tax Receipts .....	14
Withdrawal from Program .....	14
Checks .....	15
Leave Policy .....	15
Immunizations .....	15
Regarding Parents .....	16
Staff Training .....	17
Child Abuse Prevention .....	18
Hiring Staff to Baby Sit .....	18
Arrival/Departure .....	18
Personal Belongings .....	19
Lost and Found .....	19
Clothing .....	19
Absences .....	20
Health and Safety .....	20
Health and Wellness Consultant .....	21
Accidents/Injuries .....	21
Medication Administration .....	22
Meals .....	23
Allergy/Food Reference .....	25
Fire Drills .....	25
Emergency Procedures .....	25
Program Closures .....	25
Guidance, Touch and Discipline Policy .....	25
Youth Responsibilities (Middle School and Teen) .....	27
Conferences .....	28
Transitions .....	28
Lesson Plans .....	28
Quiet Time .....	28
Field Trips .....	28
Transporting of Children .....	29
Special Instructions .....	29
Exceptions to Policy .....	29
Suggestions and Comments .....	30
Family Involvement and Input .....	30

Parent/Staff Advisory Group .....	30
Special Needs .....	30
Child and Youth Services Programs .....	31
Child and Youth Outreach Services .....	31
Center Based Programs.....	31
After School Programs.....	31
Some Important Things to Remember .....	32
Child Development Services-Who Are We? .....	34

## **Child and Youth Services Philosophy**

Child and Youth Services (CYS) is an essential family program that directly supports the military lifestyle and reduces the conflict between parental responsibilities and soldier unit mission requirements. CYS is operated under the Directorate of Morale, Welfare and Recreation (MWR). Programs are administered as a Morale, Welfare and Recreation Activities supported by user fees and Appropriate Funds. The guidelines and minimum standards for the Army's CYS program are directed by Army Regulation 608-10, "Child Development Services", 15 July 1997 and AR 215-1, 5 August 2005.

The design of Child and Youth Services seeks to support three major elements:

- 1. Children/Youth**
- 2. Parents**
- 3. Community and Command**

To meet the needs of all three elements, six major program components are offered:

- 1. Age-appropriate full day care**
- 2. Age-appropriate hourly care**
- 3. After school care/Extended Care (School Closed Days)**
- 4. Middle School/Teen Youth development programs**
- 5. Age-appropriate sports and fitness programs**
- 6. Youth Education Support Services**

Each program, whether serving infants, preschoolers, school age children or teens, has similar developmental goals and objectives and is comparable in quality. The differences are the number of hours children spend in the program, and the delivery system, such as center based, quarter based, or supplemental options. Parents may select the option that meets their family and child's needs.

Children are growing and learning continuously, not merely at certain times of the day. Young children learn from "hands on" experience and from the positive interactions children have with adults, other children, the environment, and materials. Learning experiences should be realistic and relevant.

The foundation for all development is formed during a child's early years. During these critical years, a child's energy will be directed toward intellectual, physical, emotional, and social fulfillment according to his/her individual potential. To support this process, CYS programs practice multi-age grouping within each program and provide a wide range of activities to encourage optimal development of each child. This arrangement allows children to benefit from

being around children who are at different developmental stages. An important benefit of multi-age grouping is the consistency of care a child receives when he/she turns another year older and isn't forced to separate from the caregiver to whom he/she is attached or the routine and environment with which he/she is familiar and reliant upon.

The CYS Program reflects the philosophy of the US Army Child and Youth Services, National Association for the Education of Young Children (NAEYC), School Age Association, Boys and Girls Club of America (BGCA), and the National 4-H Clubs.

The Army CYS Program recognizes that for all they can provide for children, the family is still the single most important influence in a child's youth life. No program assistant or program leader can replace the parent. Children need parents who will take interest in their endeavors, will encourage their efforts, will provide guidance, and will celebrate their accomplishments.

**ENVIRONMENT.** The CYS Program provides a planned, clean, safe, and nurturing environment that promotes the physical, social, emotional, intellectual, and creative development of children. Learning materials, creative materials, games, and physical activities are provided in each environment and are appropriate to the age and development of the children. Special attention is given to the health and safety of each child in all programs.

**CAREGIVING.** The foundation of each program is built around loving, caring, warm and consistent nurturing. Each program assistant or program leader has one group of children, which is his/her primary care group. Children get to know and relate to their special person. Programs and routines are as consistent as possible, so children can develop a level of trust in the adults who work with them. Each CYS program seeks to help children develop positive self-concept. Therefore, all interactions with children will be positive in nature. Family values and differences are respected and affirmed.

**CURRICULUM.** Five special features are woven into the curriculum of programs:

*Multi-Sensory.* Children are active learners who learn through hands-on experiences. Planned activities use and strengthen the senses, touch, taste, smell, hearing, and seeing, as well as fostering creativity and physical skill. From these activities, children gain increasing ability to think and understand themselves, others, and the world. As children acquire new understandings they gain confidence and self-esteem. Workbooks, work sheets, coloring books, and adult-made models of "art" projects decrease a child's own creativity and involvement with ideas. When this happens, learning is limited. Therefore, these are not used in our centers. Subject areas such as literacy, math, science, and social studies are presented through integrated and meaningful activities like books, songs, dramatic play, games, cooking, gardening, and field trips.

*Variety.* Programs provide a wide range of developmental activities to appeal to different interests and needs and developmental levels. Children are offered a variety of activities and materials including creative art activities, music, computer use, physical activities, games, books, stories on tape, and opportunities for dramatic play and puppetry. Outdoor activities are also used to expand learning activities for children and homework centers are available for school age children. School age children provide ideas for activity clubs, which the staff will set up.

*Flexibility.* Daily plans are made for children's activities. However, the caregivers, providers, or leaders will adjust the daily plans to take advantage of new opportunities to teach or engage children. The adults in each program are prepared to meet the needs of children who

exhibit skills and needs outside the range of normal development. A Special Needs Specialist will provide support and training for adults working with children who have special needs.

*Self-Directive.* Children are encouraged to develop independence and self-help skills as they are able. This promotes self-reliance and self esteem. Children are encouraged to make their own choices as they progress in the ability to do so. Both cooperation with the group and independent thinking are encouraged.

*Non-Competitive.* Children need to be respected and feel successful because of their own accomplishments, not because of the failures of other children. Therefore “beautiful baby” contests, “fashion shows” and competitive games are not appropriate for young children. Games for children emphasize the fun and skill of an activity and not the winner and loser. Cooperative games are ideal for young children. As children mature, appropriate competitive activities may be introduced.

## **HELPING YOUR CHILD ADJUST**

Many children have a difficult time adjusting to settings outside of their home. This is normal and quite healthy. We want to work with you in helping your child’s transition to a CYS program result in as smooth an experience as possible. Successful transition ideas that have been successful include:

Spending short periods of time with your child when he/she first joins in the program. This will enable you and your child to become familiar with those who will be interacting with your child on a daily basis, the activities your child will be participating in, and the new setting.

For infants, bring adequate supplies of diapers, wipes, infant food and formula in unbreakable containers. Food must be in unopened jars. Formula must be prepared and labeled with name of child, and date brought to the center.

Talk to your child about participating in the CYS program. Giving an advance notice to children helps the adjustment process.

When leaving your child with us, be sure to take time to hug your child and assure him/her that you will be returning. Slipping out unnoticed can result in mistrust.

Understand that your child may not be happy about being left behind. Acknowledge and validate his/her sadness.

Ensure your child is dressed casually enough to enjoy an active day of learning activities/play.

Be punctual in picking up your child. Children become upset when their friends are leaving and they are still waiting.

A warm greeting upon pickup to your child and the staff strengthens bonds and stimulates positive communication.

Talk to your child about his/her activity during the day.

## **PARENT TIPS FOR A QUALITY CHILD CARE EXPERIENCE**

To help you appreciate the feelings your child may be having when dealing with a new environment, remember the anxiety you have experienced when having to encounter a situation for the first time. Like you, your child is probably uneasy about the new people, what will be expected, what the schedule of events is, and being separated from what is known and routine.

Feelings of guilt or anxiety about leaving your child at child care, as opposed to having him stay at home with you are normal. It may help to know that studies show that children placed in quality programs experience the equivalent of enhanced cognitive, social and emotional development, as those children who stay at home.

To help ease the transition to child care, you may want to try some of the following:

- Find out how the program handles transitions.
- Find a friend in your child's program ahead of time and let them get to know each other.
- Try to anticipate how your child may react and prepare accordingly. For example, is he/she experiencing separation anxiety in other situations?
- Reflect a positive attitude about the upcoming change.
- Visit the program with your child as a first experience.
- Avoid placing your child in care for long hours the first week.
- Avoid being rushed. Begin an established routine like signing in together, finding your child's cubby, talking about when you will return, etc.
- Never sneak out without saying good-bye (you want your child to trust you).
- Don't set your child up for a difficult day by telling the caregiver she/he is in a "bad mood."
- Don't prolong good-byes. Be firm, but gentle, by using hugs, etc.
- Follow established routines for picking your child up; arriving at or near the same time every day, providing an opportunity to discuss the day, receiving information about the day from the caregiver, etc. Consistency of routine is very important to your child's sense of trust and security.
- Communicate relevant family changes to your child's caregivers with as much advance notice as possible. Work as a team with your child's caregivers to promote consistency.
- Refrain from sharing negative child or family information in front of your child, or in public where this will be overheard.



## DEVELOPMENTAL ACTIVITIES

CYS is based on activities that are selected to help children develop in all areas of growth, not just in academics. Research has shown that a strong foundation in all areas of child development, such as social skills, physical development and language development are good predictors of later success. Because of this knowledge, adults working with children plan for many types of development.

**Language experiences.** Children enrich their language skills through conversations, books, word games, tape recorders and visual aids. Young children see the left to right sequencing used in reading as they observe adults reading to them. They learn to recognize language patterns through books and poetry. They practice self-expression during puppetry play, dramatic play, story telling, and day to day conversation with others. They become attentive to adults as they listen to directions and instructions. Children are exposed to written language because everyday items are labeled.

**Self and Community Awareness.** Children build a concept of self through an awareness of their roles and abilities as they interact with others. They develop skills in expressing their needs and emotions. They gain respect for the needs and feelings of others. Older children are encouraged to help younger children. For example, school age children come to the child development centers to read to preschool children. Teens from middle school ages are trained to work with younger elementary school children. Cultural diversity awareness is built throughout all programs with staff members, pictures, books, music and dolls which represent persons of many cultures.

**Math Activities.** Math concepts are incorporated throughout the daily activities. Children may count the number of friends who are seated at the table with them for breakfast, they will hear caregivers count the children as they leave the room, they will be exposed to time and measurement vocabulary and graphing. School age children will encounter math as they do cooking and other projects. Building with blocks provides math encounters as children use triangles, rectangles, half-unit, and double unit blocks.

**Science and Nature.** Children's awareness of the world around them increases as they plant gardens, observe the weather, see the effect of heat on food as they mix and cook, explore with magnets and prisms, and discuss the environment in which they live.

**Physical Development and Fitness.** Children are encouraged to use their bodies to develop strength, balance, flexibility, and coordination. They are encouraged to value and care for their bodies by making healthy choices of activities and foods.

**Art.** Children are encouraged to be creative as they cut, color, paste, paint, draw, and scribble. Each child's creative work is valued as it is and it is not compared to some adult standard. Art activities are planned to allow children to enjoy the process of creating and self-expression. Art activities are not planned to produce finished products that all look alike or that look like the adult's standard.

**Music.** Children learn to enjoy music by singing, being sung to, hearing music, and making music. Musical games add to their delight of music. Children can explore dance through creative movement activities. Music from many styles and cultures is provided to foster pleasure in music.

## HOW CHILDREN LEARN FROM ACTIVITY AREAS

Activity areas are those places designed for specific purpose within the environment. Children use these areas to interact with materials, other children, adults, and the world around them. Specific areas are provided to support productive and age appropriate activities and play. These areas help children develop skills and abilities needed to succeed in life.

**Blocks.** Blocks are essential in a child's environment. Unit blocks are carefully made and support children's concept of geometry, balance, and design. Children learn about sizes, shapes, numbers, order, length, heights, and cooperation with other builders. Many successful architects and engineers began with blocks.

**Dramatic Play.** The dramatic play area bridges the home with the child's new setting. Here they create imaginary characters, make sense of their world, practice skills, experiment with roles they have experienced at home, and work out problems such as going to the hospital. This area encourages social skills, language skills, negotiating and problem solving.

**Table Toys.** Table toys include games, manipulative, and collections of materials for sorting, organizing, and arranging. In this area children develop small muscle control, cognitive skills, and social skills. They learn how to create ideas out of the materials. Puzzles help a child discriminate shapes and form which is an essential skill for learning to discriminate shapes of letters for reading and writing.

**Art Areas.** This center allows a child to explore with colors and forms texture. There is no right way to create with paints, colors, and glue. The freedom for self-expression is the reason for the art area. Children learn hand/eye control as they develop skill with brushes and crayons.

**Sand and Water.** Children explore how the water feels, flows, pours, and splashes. They see what sinks and what floats and other science principles. They create with sand and see the consequence of their effort on a material. Measuring cups and spoons of water support development of eye/hand control. Working at the water table is often a very soothing activity for children.

**Library Areas.** This area is a place to get away from the real world and explore the wonder of adventure, fantasy, or poetry. They can sit in a soft place and dream if they wish. The library area contains a multitude of informational materials. Books provide ways of dealing with difficult issues such as divorce and death. Even babies are read to, they are learning the patterns of language and that books are made of a special material. Toddlers can gain information about the world from books. Preschoolers are beginning to make the connection between the printed words and real objects, which is the basis of reading. School age children can practice this important skill and gain pleasure from stories.

**Writing Areas.** The writing center is a place where children can experiment with writing tools, can begin to create their own "writing" and can appreciate the rich joy of words. Here, they will find paper, pencils, journals, markers, and ideas for writing.

**Woodworking Areas.** Woodworking is another challenging and creative area for preschoolers. Young children become very adept with hand-eye coordination when given opportunities to work in woodworking areas. In addition to the skills that can be obtained through woodworking, this area provides a soothing activity for many children who may have difficulties settling down.

**Outdoor Areas.** Outside activities include climbing, games, running, riding wheel toys, team and individual sports, planting in the garden area and exploring sand and water. Watching clouds, seeing rainbows, observing trees and leaves contribute to a child's sense of wonder of the natural world. The outdoors fosters development of a child's physical body as well as their minds and social interactions.

**Computer Areas.** Being familiar and friendly with technology is the goal of the computer centers. School age children are encouraged to use the computers to research and work out their own projects and ideas. They may create newsletters or other materials for their centers.

**Homework Center.** This center allows children a space to build on what they have learned in school. The Homework Center Teacher supports the children's need for a quiet and well-equipped place to write, read, explore, and learn.

# **GENERAL POLICIES**

## **CHILD ELIGIBILITY CRITERIA**

1. Children of sponsors eligible to use Morale, Welfare, and Recreation (MWR) activities (AR 215-1) may use services provided by CYS delivery systems.
2. The waiting list is maintained by the installation/program for families needing full day care. Priority is given to single active duty, dual military and full-time working parents in the following order:
  - a. Active duty military personnel to include Army, Navy; Air Force; Marines; and US Coast Guard, APF/NAF DoD civilians; Army Reserve and National Guardsmen on active duty or during inactive duty personnel training; DoD contractors are eligible to use all Army operated or sponsored CYS programs, i.e., Child Development Center and School Age Services (SAS), Middle School Program (MSP), and Teen Center (TC). All full time active duty personnel and DoD civilian personnel assigned/attached to the installation will be served before serving other eligible patrons and full time working parents patrons who are not assigned/attached to the installation.
  - b. For more information on child eligibility criteria, refer to the Policy Memorandum DMWR-4, Child and Youth Services Child Eligibility Criteria and Waiting List Procedures.
  - c. Expectant parents may place their child on the waiting list any time prior to delivery.

## **REGISTRATION**

1. Parents are required to visit CYS Central Registry Office located at Buchanan Heights, Bldg. 1020. Parents must bring and present the following information:
  - a. Present ID card. Proof of eligibility to use Morale, Welfare, and Recreation Activities (Military ID Card, DoD Civilian Employee ID Card, etc.).
  - b. Present Child (rens) Social Security Card (Failure to provide SSN could result in not being able to register your child/youth).
  - c. Provide a copy of the Leave and Earning Statement (LES) for sponsors and Spouse ( if applicable) or a copy of P. R. or Federal Tax return
  - d. Provide a copy of the Birth Certificate
  - e. Provide a copy of the military orders (if applicable)
  - f. Current Immunization Records and Health Assessment (from Birth to Pre-K)

g. Current Sports Physicals/Medical Statement for Youth Sport Registration

2. During the registration process parents are also required to fill out the following forms

a. USDA Income and Eligibility Statement. This form is necessary for CYS to receive reimbursement for the food we serve your child.

b. DD Form 2652, Application for Department of Defense Child Care Fees. This form determines the fee assessment.

c. Special Needs Requirements Assessment Tool. This form identifies any special needs or accommodations that the child may need.

d. CYS Registration Contract Agreement; sign and Date

3. You must also provide:

a. Registration fee (\$18.00 per child or \$40.00 per family for three or more children).

b. Names of three emergency notification designees including an emergency child release designee other than themselves or spouse. Designees must reside closed to the installation. Failure to provide emergency designees could result in termination of services.

c. Family Care Plan (Required for single/dual military and available through soldier's unit). Family Care Plan is due 30 days from the registration date. Failure to obtain Family Care Plan could result in termination of services.

Family Care Plans consist of the following forms:

(a) Letter of Instruction.

(b) DA Form 5305-R, Family Care Plan.

(c) DA Form 5304-R, Family Care Plan Counseling Checklist.

(d) DA Form 5804-R, Certificate of Acceptance as Guardian or Escort.

Family Care Plan Reviews. During the annual re-registration, a reevaluation/update of the family care plan with the sponsor/guardian will be conducted.

*We know this is a lot of paperwork, but it keeps your child safe and healthy in our program and is required by Army regulations.*

## **FEES, CHARGES, AND DISCOUNTS**

CYS registration fee is \$18.00 per child or \$40.00 per family registering three or more children. This standard registration fee creates predictability and continuity from installation to installation and consistency among Army CYS programs. The annual registration fee applies to all CYS programs, i.e., Child Development Services, School-Age Services, and Youth Services including Youth Sports and Fitness, and Outreach Services. Patrons will pay the CYS

registration fee only once per year. The registration fee is good for one calendar year, e.g., August 2006 - August 2007. The registration fee has reciprocity Army-wide (transferable from installation to installation, with appropriate documentation of enrollment status, i.e., receipt, CYS Identification Pass Card, etc.). Fees are set according to Department of Defense (DoD) policy and are based on total family income (TFI) in a sliding scale per DoD policy. It is the responsibility of each sponsor to ensure that his/her CYS fee application reflects the most current information concerning TFI. If there is a change in any household members status (i.e., spouse becomes employed) the sponsor is to report this change to CYS R&R within one week of occurrence so that the assigned fee category can be reassessed for accuracy. Following the reassessment, any changes in fee category will be implemented with a 30-day notice. Fees may change more than once per year only to address:

- a. Documented financial hardships, e.g., loss of job by spouse, catastrophic situation, medical bills, etc.
- b. Transfer from part-time child care option to full time child care options.
- c. Permanent paid employment by a previously non-working spouse.
- d. Audit schedule in which documents reveal false and/or inaccurate income information.

Patrons facing long or short term financial difficulties that affect their ability to meet established child care fees or payment schedules may request evaluation as a hardship case. All hardship cases must be evaluated by the ACS financial planning service. Hardship provisions recommended by financial services may include deferred payment schedule, permanently or temporarily reduced fees, or payment after-the-fact. Families needing assistance with fees may request an exception to policy with a written request and supporting documentation through the soldier's chain of command to the program director and DOD Civilians must provide documentation to support their financial issue. The program director will then pass it through the chain of command for a decision by the Garrison Commander. All customers requiring reduce fees shall request it in writing and indicate reasons for their request.

As stated on the fee application, deliberate misrepresentation of this information or failure to report income which results in a higher fee can result in prosecution under applicable state and federal laws. Internal Audit Review may be conducted by Fort Buchanan auditor. Any changes in fee category discovered during this review will be implemented immediately and may be retroactive. CYS conducts annual reassessment of fees. Parents will receive a 30-day notice of any changes in the DoD fee ranges each fiscal year.

Fees are paid in advance on a semi-monthly basis. Failure to pay on the 1st and 15th of the month will result in a late fee. CYS is not authorized to extend credit for fees; therefore all accounts must be paid promptly. Late payment fees will be applied to each account/child, not to a family. Late payment fees will not exceed \$5.00 per child per payment cycle. The sponsor's commander may be notified if sponsor does not pay on time. Hourly Care payments are due the day services are rendered. No credit will be given if the child is picked up earlier than the reserved time slot. Payment is due before 1500 at all programs. Nonpayment will result in services being denied and the patron will be held responsible for payment and late fees. No credit will be given if the child is denied services.

Late pickup fees. The Army-wide family late fee is \$1.00 per minute and a maximum of \$15.00 per CYS site (e.g., if patron has child in CDC and SAS, the late fee will be assessed and

paid at each site). This fee pays the overtime for staff that must supervise these children and is meant to encourage parents to be timely. This fee is required at the time of pick up. Consistent and repeated late pick-up offenders may be excluded from the program or provided other child care options.

**Patron Discounts.** Various discounts are allowed for parent involvement and for families with more than one child enrolled in like programs except hourly care. Fee reductions may not negatively impact the CYS financial goal of Net Income Before Depreciation (NIBD).

**Multiple Child Discount.** A multiple child reduction (MCR) discount will be given in all CYS programs except for instructional classes. The MCR discount is given to families with multiple children attending CYS programs. The first child is charged the full fee for the program they are enrolled in and the MCR is applied to all children thereafter. The MCR will be at least 10%, and must be applied to the least expensive type(s) of care.

**Team Sports Multiple Child Reduction (TSMCR) Discount.** A team sports multiple child reduction (MCR) will be given to a family with multiple children (after the first) participating in the same team sport, i.e., the first child pays the full fee, remaining children receive 10% discount.

**Parent Participation Discount (PPD) and Youth Volunteer Discount (YVD).** Fees may be reduced or waived for parents or youth who volunteer in CYS programs. Any such reductions must be based on specific criteria, approved by the Installation Commander. Fee reductions may not negatively impact CYS financial goals. The Middle School/Teen CYS registration fee and/or special event fees may be reduced or waived when a youth/teen volunteers in a CYS program. This is called the youth volunteer discount (YVD).

**Coaches Discount (CD).** Discounts will be given for CYS volunteer coach's children participating in any CYS team sport in a given season. Youth Sport Director will certify that the person in a volunteer status for the sport programs will have background clearances with no derogatory information. Discounts for CYS volunteer coaches' children (CD) participating in any CYS team sport are authorized as follows:

- a. First child (free).
- b. Other children (50% MCR discount).

## **INCOME TAX RECEIPTS**

Some child care costs are tax deductible. Tax receipts are not provided at the end of the year. You will be provided with a receipt at the time of payment. Please save all receipts to verify payment for tax purposes.

## **WITHDRAWAL FROM PROGRAM**

**You must officially withdraw your child from a CYS program in writing two weeks prior to their last day of attendance. Without a written withdrawal, fees will continue to accrue. The two weeks leave option may not be used in lieu of two weeks notice of withdrawal.**

## CHECKS

Postdated checks cannot be accepted. Checks cannot be accepted from anyone whose name appears on the IMWRF Bad Check List until authorization from IMWRF is received. Personal checks will be accepted for the amount due only. Name, rank, social security number, and unit phone must be on each check. Returned check fee is \$20.00. Cash payments will be required for returned check.

## LEAVE POLICY

Parents receive up to two weeks of leave annually (based on registration date) with no fees for care during their leave and without loss of their child care space. Leave credits do not transfer from post to post. Leave shall not be given in less than one-week increments (five consecutive work days). Leave cannot be accumulated from year to year. Refunds for unused leave are not authorized.

Leave option may only be utilized if the child is not in care. The two-week leave option is earned after being enrolled in the program for one or more months. The two-week leave option may not be used as the two-week withdrawal notice. **The parent must be up to date on fees, program requirements, and registration in order to use the leave option.**

The leave option is requested in writing (enclosed), two weeks in advance of requested period. No refunds will be made for leave not taken. There is no leave credit in Hourly Care or the Summer Day Camp.

## IMMUNIZATIONS

It is the responsibility of the parent/sponsor to ensure that their child/youth immunizations are kept current. In accordance with AR 608-10, any child whose immunizations are not current cannot receive care. Updated Immunization Record for each child. If your child has had a physical assessment within the last year, you will need to bring a copy of it with you. The health assessment form will be completed within 30 days of enrollment and updated by the sponsor annually. A new Health Assessment form will be required after 2 years. NOTE: Civilians or military using a private physician will be responsible for obtaining their own health assessment. Children will not be registered without an up-to-date immunization record. The following is a list of immunizations each child needs before attending any Child and Youth Services program:

Required Immunizations:



<b>Birth</b>	<b>Hep B</b>
<b>1 month</b>	<b>Hep B</b>
<b>2 months</b>	<b>Dtap/IPV, HIB/Prevnar*</b>
<b>4 months</b>	<b>Dtap/IPV/HIB/Prevnar</b>
<b>6 months</b>	<b>Dtap/IPV/HIB/Prevnar</b>
<b>6-18 months</b>	<b>IPV/Hep B**</b>
<b>12 months</b>	<b>Varivax***</b>
<b>12 months</b>	<b>MMR</b>
<b>12-15 months</b>	<b>HIB</b>
<b>15 months</b>	<b>Dtap/IPV/Prevnar</b>
<b>4-6 years</b>	<b>Dtap/IPV/MMR</b>
<b>11-14 years</b>	<b>Td, then a booster every 10 years</b>

\* Prevnar (for children born after 15 November 2000).

\*\* Heb B series if not given as an infant, required before school entrance.

\*\*\* If Varivax was not given as a child (born on 1997 or before, document date of illness or provide vaccine).

PPD (Tuberculin)...required when a new child enters CYS (12 months age and above) and every 3 years afterward.

Recommended immunization schedule for infants and children up to the seventh birthday not immunized in the early infancy.

<b>First Visit</b>	<b>Hep B/Dtap/IPV/MMR/HIB if greater than 15 months</b>
<b>2 months later</b>	<b>Hep B-2/Dtap-2/IPV2/MMR</b>
<b>2 months later</b>	<b>Hep B-3/Dtap-3/IPV-3 (optional)</b>
<b>4-12 Months later</b>	<b>Dtap-4/IPV-3</b>
<b>Preschool (4-6) yrs.</b>	<b>Dtap-5/IPV-4 (at or before school entrance)</b>
<b>11-14 yrs</b>	<b>Td (every 10 years)</b>
<b>Susceptible individuals</b>	<b>13 yrs or older, 2 doses 4 wks apart Varivax</b>

Once you have registered, you will be assigned to the program that most meets your needs and interest. You will be required to attend a parent orientation prior to your child starting care. During Registration you will be assigned an orientation date. During the Parent Orientation, parents will meet with the Director to review policies, procedures and philosophy; followed by a tour of the facility and a visit to your child's room.

## **REGARDING PARENTS**

Communication between staff and parents requires a proactive approach. To enhance parent staff communications, we have established the following policy:

Day to day informal talks take place while parents are dropping off or picking up their children. Parent conferences may be requested at any time with the child's designated program assistant, program director, or training and curriculum staff.

Newsletters are an important part of the communication process with parents. Announcements are made through the Caribbean MWR regarding any special events. Current information about the program and ideas for parents to use with their children at home are also regularly featured.

Special activities are ways in which CYS communicates with parents on an on-going basis. This includes inviting parents to eat with the children, having special workshops of interest for the parents, and activities such as those held during the Week of the Young Child and the Month of the Military Child.

Parent bulletin boards are used to post current information in each program room.

Parent surveys are done on a regular basis. Sometimes parents are more willing to voice their concerns through writing or responding to specific questions. Surveys will be done at least once a year.

Regular conferences with parents. These are more formal than talking with parents on a day-to-day basis. These include the staff working directly with the child and are an opportunity to discuss a child relative to his/her progress in the program. These will be conducted at a minimum of three times per year.

Occasionally, an Incident/Accident Form is completed to assist in keeping parents informed of the well-being of their children. These forms are used to document/communicate unusual behaviors, accidents, or injuries that occur to the children. This form will be made available to you at the end of the day to read and sign. If the injury involves bleeding or a head trauma, the parent will be contacted telephonically.

## **STAFF TRAINING**

All Child and Youth Services staff undergoes an initial training program prior to working with your child. After initial training is completed, CYS staff must complete additional training of not less than 38 units in the first year of employment and 24 units annually thereafter.

Training includes CPR, First Aid, Administration of Medication, Child Abuse Recognition, Prevention and Reporting, Developmental Programming, Child Growth and Development, Child Guidance, Environments, USDA, Family Dining, and other classes which support quality developmental programming.

Each CDC and SAS program has a qualified room leader responsible for planning and scheduling appropriate activities for your child. The room leader is also responsible for maintaining communication with parents on a daily basis. Please take the time to inform your child's room leader of any concerns you have regarding your child. Please ask questions, offer suggestions, and surface any concerns you may have.

Parents are always welcome to participate in staff training sessions. Many of the topics addressed are relevant to parenting as well as to child care issues.

If you have concerns or suggestions, which have an impact on the entire program, bring these to the attention of the Assistant Director or the Director. Parental involvement is an important part of a successful program. We need your objective ideas to continue to improve our program and services.

## **CHILD ABUSE PREVENTION**

Upon employment, and annually thereafter, all CYS staff are trained in the prevention, identification, and reporting of child abuse. Training is open to interested parents and may be scheduled through your program's Trainer.

You will notice that while in a CYS program there are many precautions taken to protect your child. Sign-In/Out sheets are located in each module for parents and staff to sign. Any visitors (other than CYS parents) must report to the front desk, sign-in, and receive a visitor's tag. CYS personnel will accompany them at all times. Visibility panels are included on all doors and rooms, and bathrooms are not blocked off from view. Background checks are completed on all CYS personnel. Surveillance cameras have been installed in all systems as an additional prevention measure.

Children are screened daily for evidence of potential abuse and neglect as mandated by AR 608-10. In the event an allegation is made against personnel working with children, the employee is reassigned to a position which does not have child contact until a determination is made by law enforcement authorities and the Family Advocacy Case Management Team.

Child and Youth Services personnel and volunteers will ensure that each child/youth in their care is monitored closely for any physical or behavioral indicators of abuse and neglect.

If you suspect child abuse, child neglect, or a safety violation in any CYS program, please report it to the Report Point of Contact Military Police , **at 787-707-4911, the Installation Family Advocacy Program, at 787-707-3481 or 787-707-3709, the Installation Safety Office, at 787-707-2978, or call the Department of Defense Child Abuse and Safety Hotline, at (CONUS)1-800-336-4592.**

***Any suspected cases of child abuse and/or neglect must be, by law, reported to Army Family Advocacy Program or the Military Police.***

## **HIRING STAFF TO BABY-SIT**

Parents frequently ask center staff to baby-sit. Child and Youth Services does not authorize or take responsibility for any services that CYS employees may provide outside of CYS premises or programs.

## **ARRIVAL/DEPARTURE**

Parents are responsible for scanning and signing their children into and out of the appropriate CYS program. They must accompany their children to the child's room/center. Children will not be allowed to leave a Child and Youth Services Program with anyone other than parents without prior written arrangements being made with the Program Director. For your child's safety, persons other than parents will be required to show identification before being allowed to remove the child from the premises. These designees should be noted at the time of registration. Please make sure you talk to these trusted designees and ensure they are willing to accept their responsibility. It is important to explain the arrangement to your child so he or she will not be frightened if they have to be picked up by a designee. Children can not be released to unauthorized individuals by telephonic request from parents or release designees. Exceptions or special circumstances may be addressed with the Director as needs arise.

Children under 13 years of age may not pick up other children. A parent will not be denied access to their child unless a court order is in the child's file restraining such rights.

Children 11 years of age or older, may sign themselves out only if written parental permission is on file.

Children 11 – 18 years of age may sign themselves in and out of the Middle School, Teen, and Sports programs.

No more than 12 hours of continuous care per child will be provided in any CYS program.

## **PERSONAL BELONGINGS**

Child and Youth Services cannot assume responsibility for loss or damage to any personal possessions children bring into the center. It is distressing to children to misplace or lose personal belongings and sometimes difficult for the staff to identify the owner. Therefore, children are encouraged to leave toys, food, money, pets, gum, and candy at home. Please help your child understand why it is not wise to bring toys or other objects that they may not wish to share with the group. However, it is acceptable for a child to bring a small blanket, special soft toy, or stuffed animal for rest time.

## **LOST AND FOUND**

If your child is missing anything please inquire at the program as soon as possible. It is much easier to return a lost item if it is labeled with the owner's name. Remember to label everything.

## **CLOTHING**

Children should arrive clean and dressed in comfortable play clothes that are easily washed and allow freedom of movement. All items of clothing should be labeled with the child's name. CYS is not responsible for personal loss or damage. Sandals or long dresses are not to be worn in CYS programs as they present a safety hazard. Parents are advised to have their children wear tennis shoes. This is the safest type of footwear for indoor and outdoor play. All clothing should be appropriate for the weather and an extra set of clothing must be brought in each day.

Only disposable diapers will be used unless a doctor's slip is presented stating that your child must wear cloth diapers. Bring at least one diaper for each hour your child will be in child care. Diapers are checked hourly. Parents must provide an adequate number of diapers for the entire day.

We request that your child come into the program wearing clean diapers. If your child is being toilet trained, please bring adequate amounts of training pants and changes of clothes for the time he/she will be there. If your child is approximately two years old and showing signs of readiness (e.g., dry for 2-3 hours, verbalizing the need, etc), the CYS staff will be glad to assist you.

Water play will be part of your child's learning activities. The following items will be needed in order for your child to participate: towel, bathing suit, closed toed water shoes or an extra pair of tennis shoes.

## **ABSENCES**

Please notify the program director if your child contacts a communicable illness or will be out several days. If your child will not be attending the SAS program because of a scheduled appointment, illness, vacations, or other planned absences, please notify the SAS program staff as soon as possible. Absences without prior notification may be mistaken for a missing child, and unnecessary concern and time may be spent by staff searching for the child. If a child does not arrive at the program as expected, the SAS staff will first contact the school (to see if the child was absent or went home early) and then contact the parent. If the parents cannot be reached, the staff will call the child's emergency contact. If all attempts fail to locate the whereabouts of the missing child, the Military Police will be notified. Remember, there are no refunds given for absences from the program.

## **HEALTH AND SAFETY**

For health reasons, we will not accept a child who shows signs of inadequate personal hygiene, fever, diarrhea, severe cold, unusual rash, or communicable disease. If your child becomes ill during the day, you will be notified. Parents or emergency designee are expected to pick up the child within one half hour of notification. In an emergency situation, the ambulance will be called for immediate medical attention. Parents will be notified immediately, and if you cannot be reached, the emergency contact person will be called. If the injury is sufficiently severe and the hospital deems it necessary, treatment will be administered prior to parent's arrival.

Children who appear to be ill or show signs of fever will be closely screened and may be denied admission to Child and Youth Services programs based upon the following:

- Children under three months of age, axil temperature in excess of 100.5°F.
- Children over three months of age, axil temperature in excess of 101°F.
- Children who show obvious signs of illness, such as impetigo, scabies, ringworm, chicken pox, head lice, strep throat that has not been under treatment for at least 48 hours, conjunctivitis, persistent cough, severe diarrhea, or vomiting.
- Symptoms of other contagious diseases, such as measles, mumps, hepatitis, scarlet fever, and strep infections.
- General inability to participate in daily activities.

We consult with the Rodriguez Army Health Clinic Nurse when there is any question about the health of a child and to make sure we are not denying care on a mistaken basis.

If your child becomes ill in the program, we will call you to immediately pick up your child. This needs to be done within one hour, so that we may make sure our program stays healthy. All parents and staff appreciate your cooperation on this matter.

After demonstrating symptoms of a contagious disease, children will be readmitted after treatment has begun, the contagious stage of illness has passed, and the child is physically able to function in the program setting. All cases of communicable disease, (head lice, ring worm, etc.), must be reported the Preventive Medicine Officer. Following an absence due to a serious illness, a re-admission slip from a physician is required. Children may return to programs only if they are well enough to participate in usual daily activities and the following conditions exist:

- Fever has been absent for 24 hours.
- Nausea, vomiting, or diarrhea has subsided for 24 hours.
- Lesions for impetigo are no longer weeping.
- Scabies is under treatment.
- Lice are under treatment and nits removed.
- Pinworm treatment has occurred 24 hours before re-admission.
- The child has completed the contagious stage of the illness.
- Conjunctivitis has diminished to the point that eyes are no longer discharging.
- The appropriate number of doses of antibiotics has been given over a 24-hour period for known Strep and other bacterial infections, the child's physician has approved re-admission, and the child does not require additional CYS staff to care for him/her.
- Chicken pox lesions are crusted, usually five to six days after onset.
- Children wearing casts, slings or having stitches must have a written statement from a physician.

While in a Child and Youth Services program, your child is under constant supervision. However, minor injuries may be sustained during play. When this happens, CYS personnel will perform the necessary first aid and fill out an Accident/Incident Report for parental signature. The appropriate program director or designee will contact the parent if a child is injured or becomes ill.

## **HEALTH AND WELLNESS CONSULTANT**

When children enrolled in CYS programs are ill, having difficulty adjusting to the program, or if staff has a need for a medical consultation, the Rodriguez Army Health Clinic Nurse (RAHCN) is consulted. The purpose of the RAHCN consultation is to provide assistance to the child and his/her family, to provide additional guidance or training to program assistant, to make a decision whether or not the child needs additional attention from a physician, or to exclude the child from care due to health or safety concerns.

## **ACCIDENTS/INJURIES**

Should an accident or injury occur to your child, the following steps will be taken:

- The Lead Education Technician and Program Director will try to keep the child calm and quiet regardless of how serious the injury might be.
- Accepted first aid practices of the American Red Cross Program will be used.
- In the case of a major injury, the post emergency services will be called to treat and transport the child to the hospital and the parent or guardian will be notified immediately.

- In the case of a minor injury, the wound will be washed with water and then protected with sterile bandages or ice will be applied. An Incident/Accident Report will be filled out to notify parents of any injuries or accidents that may have occurred during the day.
- In all injuries involving blood, latex gloves will be worn by the person administering first aid. Fecal matter and vomit will be cleaned up using soap and water followed by a bleach sanitizing solution.
- Parents will be notified telephonically when a child has any head trauma or injury involving blood.

## **MEDICATION ADMINISTRATION**

1. Medicine will be administered according to guidance given in AR 608-10 (para 4-32), Health Practices in CYS Setting handbook and only within full-day or after school CYS programs regularly enrolled children.

*Medicine will be administered only when prescribed by a physician and only when there is no other reasonable alternative to the medical requirement. Exception in the case of Basic Care Items (limited to general categories of topical items for the prevention of sunburn, diaper rash, insect repellent, and teething irritation). Basic care items must be provided by the parents specifically for each child. Approved "basic care items" will be in their original container and labeled with the child's first and last name.*

2. Written permission from a parent or guardian must be obtained before administering medication. DA Form 5225-R (Medication Dispensation Record) must be filled out prior to medicine being administered. All medication must be administered by parents for the first 24 hours. Each medication requires a separate form that may be used for a one-month period. Time of each dosage and initials of the person administering medication will be entered at the time the dosage is administered. Medication will be returned to parents at the end of each day.

3. CYS personnel are prohibited from using force to administer medicine. If a child refuses to take medication it will be documented on DA Form 5225-R (Medication Dispensation Record) and the parents will be notified.

4. School Age children and youth can self medicate if the child/youth physician determines in writing that it is developmentally appropriate, and child/youth knows enough about the disease and the treatment procedures to successfully self medicated.

5. AS NEEDED Medications. If a child has been evaluated for an illness and has a note from the doctor saying that during this illness the child may be given acetaminophen every 4-6 hours for low grade fever the medications should be administered if under the immediate direction of the physician. The parent **MUST HAVE GIVEN THE FIRST DOSE OF THE ACETAMINOPHEN AND HAVE WAITED 30 MINUTES BEFORE LEAVING THE CHILD IN A CYS SETTING. If a child has a chronic condition like asthma, diabetes, migraine headaches etc;** that requires medication during exacerbations; the medications should be given during an **ACUTE** exacerbation. The child's parent will be called and his/her care will be turned over to the parents for treatment at home or by a physician.

6. All medication will be:

a. In original container with child-proof cap. Please place this in a Ziploc bag with the appropriate syringe or measuring cup for administering the medicine (you may want to ask the pharmacy to put the medication in two bottles – one for home and one for care provider).

b. Dated and labeled with physician's name, child's name, name of medication, dosage and time (i.e., 3 time's day for 10 days).

c. No "over-the-counter" medication will be administered unless ordered by prescription and all specifications above are met.

d. Ear, eye, and nose drops will not be given if physical restraint is required to administer.

e. Designated CDC/SAS personnel are authorized to administer medication within the CYS programs according to physician's instructions.

f. Individuals administering medicine must have received prior specialized training and annual refresher training.

7. A monthly DA Form 5225-R (Medication Dispensation Record) must be completed giving staff the authorization to apply the basic care items to your child. Prior to "basic care items" being administered, the child's parents/guardian will complete the DA Form 5255-R and provide the basic care item with a written reason for use, frequency, amount and location of application.

## **MEALS**

1. All children enrolled in CYS programs are fed meals and snacks that meet the United States Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) nutritional and amount guidelines for children. No child will go longer than three hours without a meal or snack being offered to them. Infants are fed on demand. Parents are not charged extra for meals as all programs participate in USDA CACFP and receive reimbursement for all meals served. Cycle menus approved by a Dietitian/Nutritionist are posted for parents' information and comments.

2. All meals at CDC/SAS are served "family style" in the classroom and staff members eat with the children. Family style dining promotes good eating habits, with time allowed for socialization. Pleasant meal times help shape positive food attitudes. CYS allows children to choose from a selection of healthy foods and to decide how much they will eat. This child-led approach leads to greater acceptance and enjoyment of food. Good eating habits begin in childhood and can lead to healthy life-long behaviors. Children participate in all aspects of this activity from setting the table, to serving themselves, and helping to clean up. During field trips and summer camp food service changes to a mixture of family style dining and buffet service.

3. You are encouraged to enjoy a meal/snack with your child anytime. We ask that you tell the center Director 24 hours in advance so you can be included in our meal.

4. Health regulations do not allow food brought from home to include pop tarts, candy, gum, drinks, etc.

5. We encourage all mothers to breast feed their infants and are happy to provide a place that is comfortable for you and your child. There is little doubt that breast-feeding provides the



healthiest start for all children for nourishment, immunity, parental bonding and strong eye development.

6. As a participant of the USDA Child and Adult Care Food Program this CDC/SAS is required to make the Child and Adult Care Food Program available to all children enrolled in our program. To comply with this regulation, our CDC offers Gerber baby foods to all infants enrolled in our program. Parents have the right to accept or decline this offer. All meals served to the infants enrolled must meet USDA/CACFP guidance, Army Regulation 608-10 and Army Regulation TB-Med 530. Dietary preference or medical restrictions that do not meet the USDA/CACFP guidance and Army Regulation 608-10 will require a Special Diet Statement signed by an authorized Health Care Professional.

7. Child and Youth Services enjoy sharing in your child's special celebrations and birthdays. For holidays, birthdays or other special occasion celebrations, only nutritious food and drink will be served to the children in a CYS program. Examples are as follows: 100% fruit juice, blueberry muffins, banana or pumpkin bread, pizza, fresh fruits and vegetables with dip, banana shakes, oatmeal cookies, etc. No homemade food or drinks will be accepted into the Child Youth Services. Items such as Kool-Aid, candy, snacks like chips or cheetos, and any chocolate or heavily sugared cakes or cookies will not be served in at CDC/SAS. Parents who wish to contribute nutritious food or drinks for a special event are welcome to do so, provided permission has been given by the program director. These items must be prepackaged and commercially prepared.

8. A nice alternative is for parents to bring in one or more ingredients for the children to create the product, i.e. bananas, apples, and oranges for a fruit salad or fondue; cheese, meat, tomatoes, and fresh bread for submarine sandwiches, etc. The more creative the celebration and the more involved the children are, the more fun for all participants. Children should participate in the planning and preparation processes.

9. CYS philosophy concerning developmental programs emphasizes the importance of hands on involvement of children, i.e., children can make their own decorations and favors, personalize placements and hats, and create their own menu to include food preparation and cooking experiences.

10. Parents are always welcome to participate in and attend these special celebrations. Children and parents derive great pleasure in sharing such occasions, especially when the children have catered the event. No outside services, such as clowns, are permitted. For safety reasons, balloons and lit candles will not be included in celebrations.

### **USDA Nondiscrimination Statement**

"The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, sexual orientation, and marital or family status.

To file a complaint of discrimination write to: USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 20-5964 (voice or TDD). USDA is an equal opportunity provider and employer."

## **ALLERGY/FOOD PREFERENCE FOR RELIGIOUS REASONS**

1. Children/youth who have been identified as having food allergies will require providing a medical statement prior to the child being admitted to the program. A list of approved food substitutes from a nutritionist or physician is to be submitted to the program that has been chosen. Reasonable substitutions will be made for the food the child/youth is allergic to.

2. Food Preference for religious reasons. Parents are to notify the center at the time of orientation that their child is unable to eat certain food i.e., Pork products or Jell-O due to religious beliefs. The Program will provide substitutes when possible.

## **FIRE DRILLS**

Fire Drills are conducted monthly for all age groups. During a fire drill your child/youth will be taken outside. Evacuation Plans are posted in each classroom.

## **EMERGENCY PROCEDURES**

In the unlikely event that the center is severely damaged or declared unsafe, all children will be evacuated to an emergency shelter where they will await your arrival. Should such an emergency occur, the center Director will attempt to notify you as soon as possible. A notice will be posted at the center with information on the alternate site.

## **PROGRAM CLOSURES**

CYS programs exist to support the military mission. The Child and Youth Services are closed on all federal holidays and any other days approved by the Garrison Commander. If you need care due to the mission, please contact CYS Registration for assistance with your need. In the case of inclement weather, CYS Programs will remain open unless the Garrison Commander determined that facilities will be closed. Should it be necessary to close for any reason, you will be called to come and pick up your child. You will not be given a discount or refund for federal holidays or special closings since staff must continue to be paid.

## **GUIDANCE, DISCIPLINE, AND TOUCH POLICY**

Our goal is to provide quality care for youth that promotes physical, cognitive, emotional, and social growth. We believe most problems are prevented with a creative, active curriculum in a positive, caring environment. We believe most children come to us wanting to learn and get along with new friends. We strive to give children attention and praise when they behave correctly and to correct in a way that preserves a child's dignity and self-esteem when there is misbehavior.

Physical or verbal punishment does not contribute to these goals and is not used in our programs. Army regulations strictly prohibit all forms of corporal punishment. We encourage parents to examine our guidance techniques and gather information on the many benefits of positive guidance. Consistency between home and the CYS program create autonomy and emotional maturity.

CYS personnel will use only constructive positive discipline techniques. Constructive discipline recognizes that children want to do what is correct and the misbehavior is often a

symptom of a problem or need for attention. Program Assistants of young children focus on guiding and supporting children while using their problem-solving techniques. Helping children to decide what to do, rather than what not to do, is the basis for child guidance. Our role is to meet children's individual needs and thereby assist them in becoming confident, secure individuals with good problem-solving and thinking abilities.

1. Positive discipline will be used by CYS personnel based on an understanding of individual needs and behaviors of children at varying developmental levels. Simple, understandable rules will be established so that every child will know what is expected of him/her.

2. Discipline will be constructive in nature including such methods as diversion, separation of child from a situation, praise of appropriate behavior; or gentle, physical restraint such as holding. CYS personnel will not punish children by:

- Spanking, pinching, shaking, or other corporal punishment.
- Isolation away from adult's sight/contact.
- Confinement in closets, boxes, or similar places.
- Binding to restrain movement of mouth or limb.
- Humiliation or verbal abuse.
- Deprivation of meals, snacks, outdoor plays opportunities, or other program components.

Short-term restrictions on the use of specific play materials and equipment or participation in a specific activity are permissible.

- Extended periods of "time-out" (e.g., in excess of one minute per year of age).
- A child may not be punished for lapses in toilet training or refusing food.
- High chair and cribs will not be used for discipline purposes.
- Biting policies will focus on modifying child behavior with the existing environment rather than "suspending" the child or terminating services. When this is not possible, the Child and Youth Outreach Services director will assist parents in obtaining care in another CYS setting if available.

3. Because we provide quality care in a group setting, a safe environment for all children is imperative. After previous consultation with the Special Needs Accommodation Team and chain of command, CYS may reserve the right to deny or suspend services to any child whose behavior is detrimental to the program or the safety of children, including him or herself, or staff. When we determine that the usual forms of discipline are ineffective, additional measures will be taken as noted below.

A child who has an inappropriate behavior in an unsafe or harmful manner that endangers the child, other children, or the staff will be told that this behavior is unsafe, unacceptable and must stop. If the behavior continues, staff will continue to supervise the child and call for any necessary assistance while management staff notifies the parent. Parents will be informed that the child is behaving in an unsafe manner and they will need to come pick up the child

immediately (within one hour). A child/youth behavior, when malicious or inflicted with the intent to harm another person, will not be tolerated. Serious instances of patterns of unsafe behavior demonstrated by any child may result in suspension or revocation of CYS service. If a child does not respond to appropriate discipline procedures, the following may occur:

- A meeting will be held with CYS Trainings and Curriculum Specialist to discuss possible guidance techniques to help staff deal with the situation.
- A meeting will be held with the child/youth parent to discuss home guidance techniques or any condition that could be affecting the child/youth behavior. An action plan will be coordinated between the staff and the parent. The action plan will be evaluated as needed.
- If the behavior persists, the case will be reported to the Special Needs Resource Team for further recommendations.
- SNAP may recommend suspension of the child/youth. Recommendations will be forwarded to the chain of command for proper action.

4. Parents may also be notified of inappropriate behavior on an Incident/Accident Report form. These reports are completed by the staff, signed by the program director, and signed by the parent. A signed copy will be furnished to the CYS officer and parent.

#### **YOUTH RESPONSIBILITIES (Middle School and Teen)**

- Walk in all areas (*running allowed in gym and playground areas*).
- Turn in your equipment when you are done.
- Mentoring is deeply appreciated.
- Assist staff with programming ideas that you want (*Remember it's YOUR Youth Center*).
- Use appropriate language at all times.
- Food and drinks will be consumed in the Snack area (exception during staff facilitated activities).
- Behavior, dress, language, signing, or other actions indicating support of gang related or illegal activities, is prohibited.
- Show your registration card upon entry or by staff request.
- Sign In and Out each time you come and go.
- Help make this a safe place for everyone.
- Help keep things clean by putting away supplies and using the trash cans.
- Be kind and courteous to all youth and staff
- Dancing or display of action, which may endanger the safety of self or others is not permitted, i.e., swinging personal items around, kicking, body butting, etc. is not permitted.
- Teens are not allowed to bring in outside music. (Music played at teen centers must be pre-approved by a committee of parents, teens, and staff.)
- Teens may sponsor one guest per CYS membership card during open recreation hours.
- Teens are not allowed to loiter around Teen Centers - Teens must sign in or leave the area.

Failure to follow these rules will result in the following consequences: 2 warnings - out for the day, any warning after then results in a mandatory meeting with parents.

**Exception:** Youth under the influence of or in the possession of drugs, alcohol or tobacco products, firearms, weapons or acts of violence or theft - parents and MP's will be notified immediately.

**Disclaimer:** Adult staff members on duty are empowered to make judgment calls at all times, including unusual or extreme circumstances.

### **Middle School and Teen Center Dress Code:**

Teens will maintain Facility Dress Code, while in the facility or on facility grounds. (This dress code includes no obscene language on clothing, men/boys must wear shirts, no short shorts or revealing attire, shoes must be worn at all time.)

## **CONFERENCES**

You are welcome to visit your child/youth program at any time. Should you desire to have a conference regarding your child, one may be scheduled with the Program Director or your child/youth program assistants. You will be asked to attend a minimum of two formal conferences yearly. During these conferences, staff and families meet to discuss a child/youth behavior, health, friendships, accomplishments, etc.

## **TRANSITIONS**

Prior to a child/youth beginning to transition, the staff and parents will hold a conference to ensure that the child experiences a smooth transition from one program age group to the next. The inability of a child to control bodily functions will not be the sole reason for excluding a child from moving up to the next age group.

## **LESSON PLANS**

The lead in each classroom or youth center will post weekly lesson plans that provide information on activities planned and skills that are being developed through these activities.

## **QUIET TIME**

Rest periods will be provided appropriate to ages and needs of children with at least one hour scheduled for all children less than five years enrolled in a full-day program. Children who are not asleep within the first 30 minutes may participate in quiet activities that do not disturb others who are sleeping. Pillows will not be used for children under three years.

## **FIELD TRIPS**

Field trips are scheduled occasionally (especially during break and vacation periods) to enrich our program and your child's growth. Permission for these excursions have been given on the Program Registration Consent form completed at registration. Prior notification of field trips will be given to you in the form of a notice or calendar. If you do not wish for your children to participate in a field trip excursion, you will be required to pick them up from the program before the bus leaves. Field trips require that all staff participate so no one is left behind to watch children. There are no refunds given for missed field trips. Parents are welcome to accompany the group on all trips.

Payment for entrance fees may be required for MS/TC. Emergency notification information and basic first aid supplies are taken on all trips.

The Child and Youth Services need parent's help to:

- Ensure youth have proper clothing and fees, if fees are required.
- Remind their children of behavioral expectations on field trips.
- Pick up children/youth, if called to do so.
- Consider assisting with field trips by volunteering.
- Ensure their phone number and emergency designee phone number is correct prior to a field trip in case there is an emergency.

The Child and Youth Services need children's help to:

- Listen, follow directions, and walk in an orderly fashion on sidewalks or designated paths, as instructed.
- Be courteous and respectful at all times.
- Enter and exit vehicles in a proper manner.
- Wear seatbelt at all times.
- Remain seated at all times and talk in a quiet voice while in the vehicle.

## **TRANSPORTING OF CHILDREN**

Participants will be transported to and from activities and the program in a variety of vehicles. These may include the CYS passenger vans, contracted bus services, and school buses. CYS is not responsible for the children when they are on a school bus in route to or from the program. All school bus related problems should be addressed to the school or the School Liaison Officer. When the CYS passenger vans, contracted bus service, or motor pool bus is used, a CYS staff member will always accompany the children and be responsible for their behavior and welfare. Repeated incidents or severe type behavior of any mode of transportation may result in loss of that transportation privilege. Parents will then be responsible for the transportation of their children. Parents need to notify SAS when their child does not plan to use the School transportation.

## **SPECIAL INSTRUCTIONS**

Parents are responsible for writing down any special instructions to the caregivers. Instructions should be given to the program assistant greeting your child/youth.

## **EXCEPTIONS TO POLICY**

Exceptions to policy must be prepared by the patron, routed through the program director or Chief, Coordinator. The program director will then pass it through the chain of command for a decision by the Installation Commander.

## **SUGGESTIONS AND COMMENTS**

Please direct suggestions and comments to the program director. You may also use the MWR customer card or the ICE program. CYS management will respond to you within 24 hours. We are always looking for parent input and we encourage you to write down any suggestion that might improve our services.

## **FAMILY INVOLVEMENT AND INPUT**

The CYS program offers many opportunities for you, the parent, to become involved in the program. Chaperones are always needed for field trips and certain in-house projects or events. We love sharing special events with child/youth. It is a learning experience for both the staff and child/youth. Volunteer and help us do an art project using a theme from your native home, or share a favorite recipe or story about your family traditions. Are you good at sports, sewing, art, cooking, dancing, music, or do you have a hobby to share? Come share with us! See the Program Director for ideas on ways to become involved, enrich the CYS program, and receive a discount on your monthly fee, as our thank you for helping out. Parents can also become a member of the Installation Child and Youth Services Evaluation Team (ICYSET). The team inspects our local programs once each year, using another set of program standards. Comment cards are another way for parents to voice opinions and offer suggestions.

## **PARENT ADVISORY COMMITTEE (PAC)**

Parents are offered the opportunity to make a difference in their children's care by becoming involved in the Parent/Staff Advisory Committee. PAC meet on a quarterly basis or as needed.

## **SPECIAL NEEDS**

Special needs children are defined as children with conditions that require special services, beyond those usually necessary to promote a child's growth and development.

Our programs make every effort to serve special needs children in our programs, provided we can take care of them safely and with reasonable accommodation. Public Law (PL) 94-457, a 1986 amendment to Public Law 94-142, expanded Special Needs care to include children ages 0-3. Families with special needs children should make that known to CYS Registration at the time of registration on the Special Needs form. This includes children who receive medication on a daily basis and have food allergies. Special needs children are evaluated by the Special Needs Accommodation Team (SNAP), prior to placement to determine the appropriate adult/child ratio, verify the special need category, make necessary program adaptations and provide specific training to staff if necessary.

## **CHILD AND YOUTH SERVICES DELIVERY SYSTEM**

## **CHILD AND YOUTH OUTREACH SERVICES/SCHOOL LIAISON SERVICES**

Child and Youth Outreach Services is responsible for the placement and registration of all children in all Child and Youth Services programs. Child and Youth Outreach Services also maintains the waiting list for these programs and provides Resource and Referral Services for both military and civilian child care services available in your area.

Child and Youth Outreach Services maintain a list of trained teenage baby-sitters and parent co-ops. Parent co-ops are groups of parents willing to watch each other's children in exchange for similar services. Patrons needing these services should contact the Child and Youth Outreach Services Coordinator.

Short Term Alternative Child Care and Volunteer Child Care in Unit Setting: Child and Youth Outreach Services provides/oversees on site child care in support of special functions and meetings.

Volunteer Program: Trains and places all persons performing volunteer services within CYS programs.

School Liaison Services: Serves as advisor to the Installation Commander on school issues. Supports parents with school transitions and is responsible for the IN/OUT processing of all military dependents.

## **CENTER-BASED PROGRAMS**

**Child Development Center- Full-Day Care:** Child care services offered for children ages 6 weeks – 5 years that meet the needs of parents requiring child care on a regularly scheduled daily basis (5 to 11 hours per day). Hours of operation are Monday through Friday 0600-1800.

## **AFTER SCHOOL PROGRAMS**

**School Age Services:** After school care for children ages 5-10 meets the needs of parents requiring child care on a regularly scheduled daily basis. Hours of operation are Monday through Friday 1330 – 1800. During school closed days and the summer months, a full day program is offered.

**Hourly Care Program:** Child care services offered for children ages 6 weeks – 12 years that meet the needs of parents requiring child care on a drop in basis:

1. Cancellations of reservations 24 hours in advance will have no penalty.
2. Cancellations of less than 24 hours for fee paying patrons will result in full fee for reservation assessed; fee must be paid prior to the next use.
3. Late pick-up policy applies to fee paying patrons and free child care patrons. The Army-wide family late fee is \$1.00 per minute or maximum of \$15.00 per CYS site (e.g., if patron has



child in CDC and SAS, the late fee will be assessed and paid at each site). This fee pays the overtime for staff that must supervise these children and is meant to encourage parents to be timely. This fee is required at the time of pick up. Consistent and repeated late pick-up offenders may be excluded from the program or provided other child care options.

**Youth Fitness and Sports:** Youth Fitness and Sports Programs are provided by staff. They include soccer, baseball, and basketball. All participants must be registered with the Central Registration Office prior to signing up for a Youth Fitness or Sports Program. Youth Fitness and Sports Office is located at Buchanan Heights, building 1020, and is open Monday - Friday, 0900-1730.

**Middle School Program/Teen:** Two separate, but equal programs are offered. The Middle School Program is made up of teens 6th through 8th grades, usually 11 to 15 years old. Teen Programming is made up of teens 9th through 12th grades, usually 15 through 18 years old. A sample of the program based curriculum which Middle School and High School teens may choose from includes Arts, Recreation, Leisure Programs, Life Skills, Mentoring, Intervention and Support Services. MSP program is located at Bldg. 1025, Buchanan Heights and Teen Center at Bldg. 519 behind the Fort Buchanan Library. Operations Hours: 1330-1800 during school days. During school closed days and summer operating hours are 0630-1800.

## **Some Important Things to Remember**

1. All participants in CYS Programs must be registered at the CYS Registration Office prior to enrollment in any CYS delivery system. Any registration changes must also be done at the CYS Registration Office.
2. Please leave toys, money (unless required), walk-mans, CD's, Game boys, and other valuables at home. The CYS programs will not be held liable for broken or lost items.
3. A Lost and Found is maintained in each program. Please check it occasionally for missing personal possessions.
4. If a child brings in a towel, slippers, jacket, sweater, or extra clothing, please ensure that all items are labeled with the child's name.
5. For the safety of all children/youth, it is imperative that they wear shoes and socks to the program each day. No sandals or open-toed shoes are allowed.
6. All CYS programs are smoke free.
7. Tax receipts are not provided at the end of the year. You will be provided with a receipt at the time of each payment. Please save all receipts to verify payment for tax purposes.
8. If you plan to withdraw from a CYS program, you must do so in writing two weeks prior to the last day of attendance. The leave option may not be used for this purpose.
9. Patrons facing long or short-term financial difficulties that affect their ability to meet established fees or payment schedules may request evaluation as a hardship case. All such cases must be evaluated by the financial planning service at Army Community Service (ACS) and requested in writing to the Chief, Child and Youth Services.

*CYS is a team of individuals who are committed to providing the best developmental program possible in a safe and nurturing environment. We look forward to getting to know you and your child, and we welcome your comments at any time.*

**Chief, Child and Youth Services**– Tel. 787-707-3399, coordinates and manages all Army CYS systems on Fort Buchanan.

**Child Development Services Coordinator** – Tel. 787-707-3598 is responsible for oversight and coordination of the Child Development Center to ensure uniform policies and standards for ages 6 weeks to 5 years.

**School Age Services Director** – Tel. 787-707-3280 is responsible for oversight and coordination of the School Age Center to ensure uniform policies and standards for grades 1-5.

**Youth Services Director**- Tel 787-707-3434, is responsible for oversight and coordination of the Middle School Program, Teen Center.

**CYS Fitness and Sports Director** – Tel. 787-707-3466, is responsible for oversight and coordination of all the Fitness and Sports Programs to ensure uniform policies and standards for ages 3 – 18.

**Teen Center** - Tel. 787-707-3826, is responsible for the teen center to ensure uniform policies and standards for grades 9-12.

**Community Liaison, Education and Outreach Services** – 787-707-3434, manages the School Liaison Services and the Outreach Services Program that include the Resource and Referral, Parent Co-ops, Volunteers, Parent Education, and Special Needs.

**Training and Curriculum Specialist** – Tel 787-707-3578, coordinates CYS Training Program and oversee developmental program across all programs ensuring quality and consistency.

**Child/Youth Education Technicians (Leads)** – are assigned to each age group within the CYS delivery system. They are responsible for preparing lesson plans for child activities and ensuring that the teaching methods and techniques are proper for the child-age group served.

**Facility Assistant Directors (FAD)** - assist the Program Director in administration and operation of the day-to-day operations to ensure that proper child/staff ratios are maintained, appropriate procedures are followed concerning the business operations of the program and cost efficiency measures are considered.

**Child and Youth Program Assistants**– assist the lead in the daily lesson plans for child/youth activities ensuring teaching methods and techniques are proper for the child-age group served.

**Administrative Coordinator**- Oversee the administrative management of CYS programs.

**Cooks** – prepare nutritious food to meet USDA and TB Med 530 guidelines.

**Food Service Workers**– ensure center-based food service, health and sanitation procedures for all systems meet USDA and TB 530 requirements.

**Custodian** – ensures the general daily maintenance and cleaning of the facility.

**Operation Clerks/Receptionists** – skilled individuals who pull us all together, who greet parents and special visitors, receive payments, gather statistics, type correspondence, teach everyone about computers, and much more.

<b>Important Child and Youth Services (CYS) Phone Numbers</b>
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Chief, Child and Youth Services.....	787-707-3399
Administrative Coordinator .....	787-707-3569
Lead Training & Curriculum Specialist.....	787-707-3578
Center-Based Program Coordinator .....	787-707-3598/3769
School Age Services Director .....	787-707-3280/3468
Youth Sports and Fitness Director.....	787-707-3466
Youth Services Director.....	787-707-3498
Middle School.....	787-707-3783
Teen Center Director.....	787-707-3826
School Liaison Office.....	787-707-3434
Central Registration Office.....	787-707-3787
Functional Technology Specialist .....	787-7073432

**COPIES OF CYS STANDARDS OPERATING PROCEDURES ARE AVAILABLE  
UPON REQUEST.**